



## **JOB DESCRIPTION**

## **CITY OF SILVERTON, OREGON**

*This description of overview and expectations does not constitute an employment agreement with the City of Silverton and is subject to change by the city as the needs of the city changes.*

<b>Title:</b> Account Clerk I	<b>Supervisor:</b> Assistant Finance Director
<b>Department:</b> Finance	<b>Supervises:</b> None
<b>FLSA Status:</b> Non-Exempt	<b>Bargaining Unit:</b> None
<b>Type:</b> Unrepresented Group	<b>Effective Date:</b> June 2023

### **POSITION SUMMARY:**

This position performs a variety of routine office activities, including greeting the public, answering telephones, cash receipting, handling utility service requests, processes and routes forms and utility applications, preparing the Finance Department's outgoing mail for post-office delivery, entering data to financial accounting system as well as other duties assigned by the Assistant Finance Director or Finance Director.

### **ESSENTIAL FUNCTIONS**

*Tasks listed are intended to be descriptive and not restrictive. An employee in this classification may perform any of the tasks listed; however, these examples do not include all the tasks which an employee may be expected to perform.*

- Serves as City Receptionist, answers telephones, transfers calls, and answers questions about general City business and utility accounts; calculates utility billing account balances for customers; handles various complaints and concerns; covers the front office during scheduled; time off, breaks and lunches of other Finance employees.
- Accepts and processes utility, court and miscellaneous payments from walk-in customers and those received through the mail and drop boxes; prepares work orders for utility changes, such as turn-ons and turn-offs; manages past due utility accounts; mails invoices for miscellaneous accounts receivable; and provides and monitors parking permits.
- Prepares accounts payable and other outgoing mail for the Finance Office. Handles filing, makes copies, scanning and performs other general office duties.

### **NON-ESSENTIAL FUNCTIONS**

- Serves as backup for other office staff as needed for utility billing, accounts receivable, business license billing and court. Assists other office staff as needed with data entry, filing, scanning and other general office duties.

## **MINIMUM QUALIFICATIONS:**

- High School Diploma or GED equivalent and a minimum of one (1) year of responsible related experience or a combination of education and experience.

## **KNOWLEDGE REQUIRED:**

- Common desktop productivity software such as spreadsheets, word processing, data entry and accounting systems.
- Modern clerical and office procedures and methods
- Accounting principles and practices
- Customer service and human relation skills

## **SKILLS REQUIRED:**

- Cash handling, operation of cash register, computer and related software applications. The ability to use printers, copy machine, postage machine, fax machine, telephone, and 10 key calculator by touch
- Provide quality customer service and attention to detail
- Ability to quickly make accurate arithmetic computations
- Accurate processing of receipts and computer entries
- Communicate effectively both verbally and in writing
- Research account discrepancies and customer questions
- Prioritize and organize work load to meet deadlines
- Plan and complete various tasks beyond the regular daily routine
- Building and maintaining positive relationships with co-workers, other staff, and citizens
- Ability to work under pressure and handle frequent interruptions
- Ability to make independent decisions within policy and local, state and federal laws, rules and regulations.

## **LICENSING REQUIREMENTS:**

- CJIS certification within 30 days of hire
- ICS 100, 200 & 700 training within 30 days of hire

## **PHYSICAL ACTIVITIES/REQUIREMENTS:**

Duties are primarily performed in an office environment. While performing the duties of this job, the employee is frequently required to walk, stand, sit, talk or hear; use hands and fingers; handle, feel or operate objects, tools, or controls, and reach with arms and hands. The employee is occasionally required to climb or balance stoop, kneel, crouch, or crawl. The employee will use a personal computer and various software programs, motor vehicle, phone, 10-key calculator copy and fax machines, and other related tools and equipment necessary to complete assigned job functions. Occasionally may be required to lift office supplies and equipment weighing up to 25 lbs.